IMPORTANT ANNOUNCMENT!!!
NEW CHCS ENHANCEMENT

Information Management

Strategic Plan Overview

Presented To:

TRICARE NORTHEAST
2002 Annual Conference

22 May 2002

Agenda

- Review Recent Initiatives – A Little Bit of History
- Regionalization Concept
- Decision Drivers, Projects & Design
- Strategic Plan Components
  - Mission Statement
  - Vision Statements
  - Goals/Strategies

“The talk you hear about adapting to change is not only stupid, it’s dangerous. The only way you can manage change is to create it.”

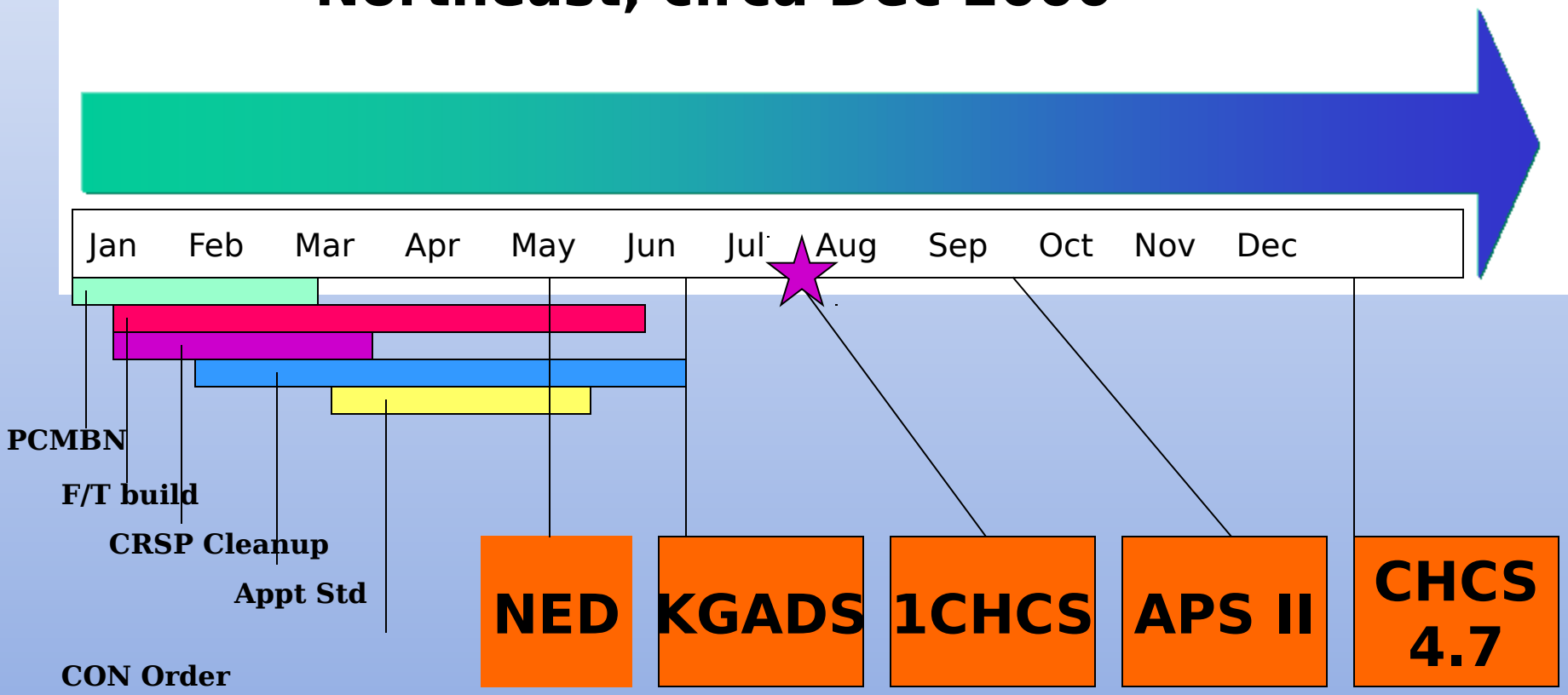
- Peter Drucker

Since the 2001 TRICARE Northeast Conference…

- National Enrollment Database (NED) is Operational
- 1CHCS Succeeds Beyond Our Wildest
  - Minimal conversion downtime
  - Active focus groups
  - Solid partnerships
  - Single enterprise
- ICDB Business Plans and Program
- e-health on line in the NCA
- Regions 1-2-5 partnering on IM/IT Issue
- Drafted Strategy Statements

Previous Timeline for TRICARE Northeast, circa Dec 2000

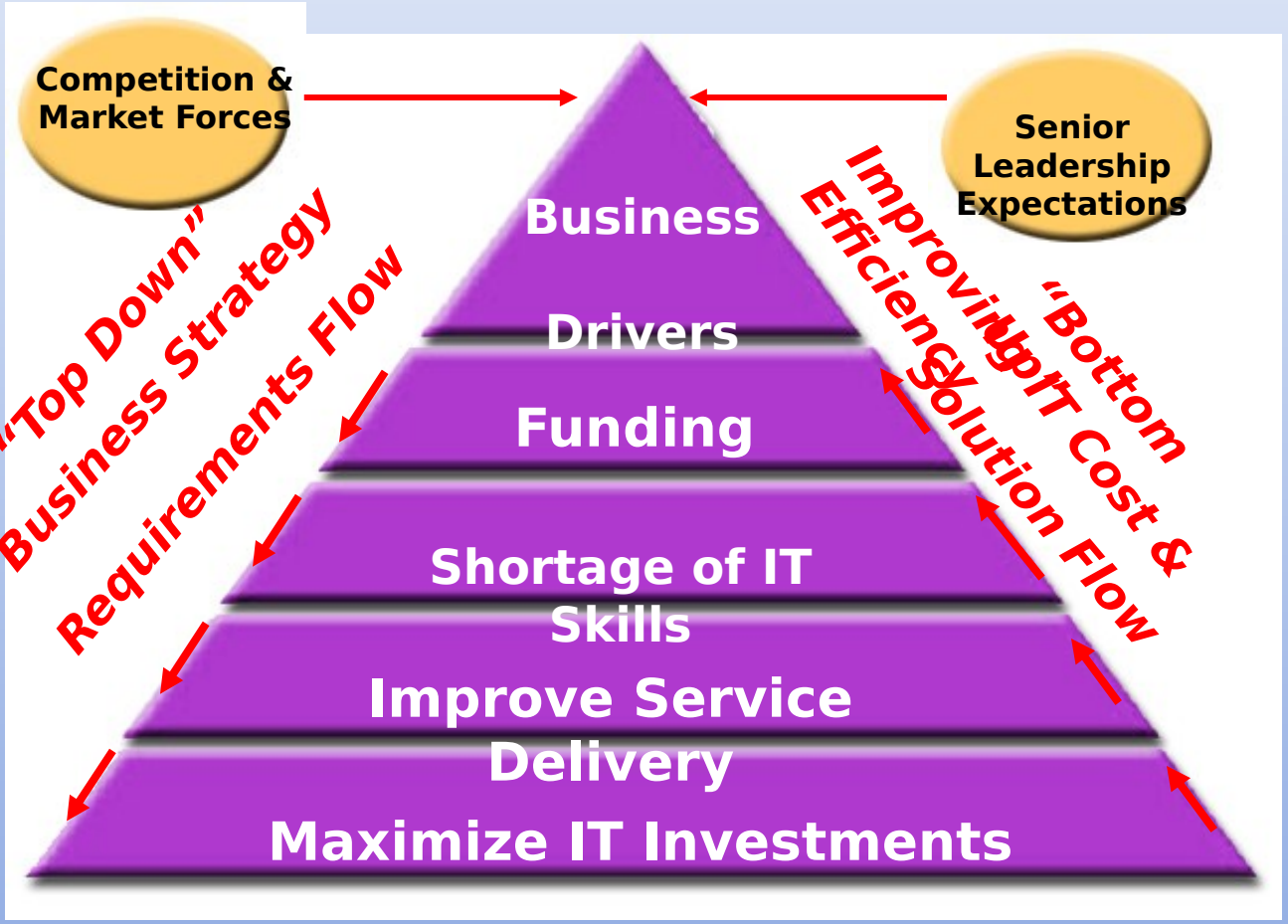
Medical Information Management Committee



Every success is usually an admission ticket to a new set of decisions.

- Henry Kissinger

Regionalization IT Decision Drivers



A well-managed, flexible, scalable, stable, and reliable IT architecture and Infrastructure is required in order to responsively support enterprise business goals.

HE SAYS HE LEARNED HOW TO BUILD IT FROM THE INTERNET...
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Strategic Initiatives: Projects

- Integrated Clinical Database
- e-health
- Regional CHCS
- CHCS II

Regionalization Strategy

- Centrally managed distributed IT service delivery
- Integrates people, processes, and technology with organizational strategy
- Economies of scale and ROI
- Consistent metrics-based performance reporting
- Leverages experience through knowledge database
- Modular, scaleable, adaptable architecture

Innovative: Integrated Design

Server Management

- Proactive Monitoring of System
- Alarm Correlation
- Software Distribution
- Remote Assistance
- Capacity Management
- Database management

Service & Help Desk

- Single Point of Accountability
- Problem Resolution
- Service Request
- Customer Care Web
- Knowledge Base
- Remote Assistance

Process Management

- Quality Management
- Problem Management
- Change Management
- Service Request Management
- Asset Management

Network Management

- Automatic Notification
- Capacity Management
- Graphics Capabilities
- Embedded Rules-Based System

Desktop Assistance

- Break/Fix
- IMAC
- Software Support
- Remote Laptop Support
- Deskside Assistance

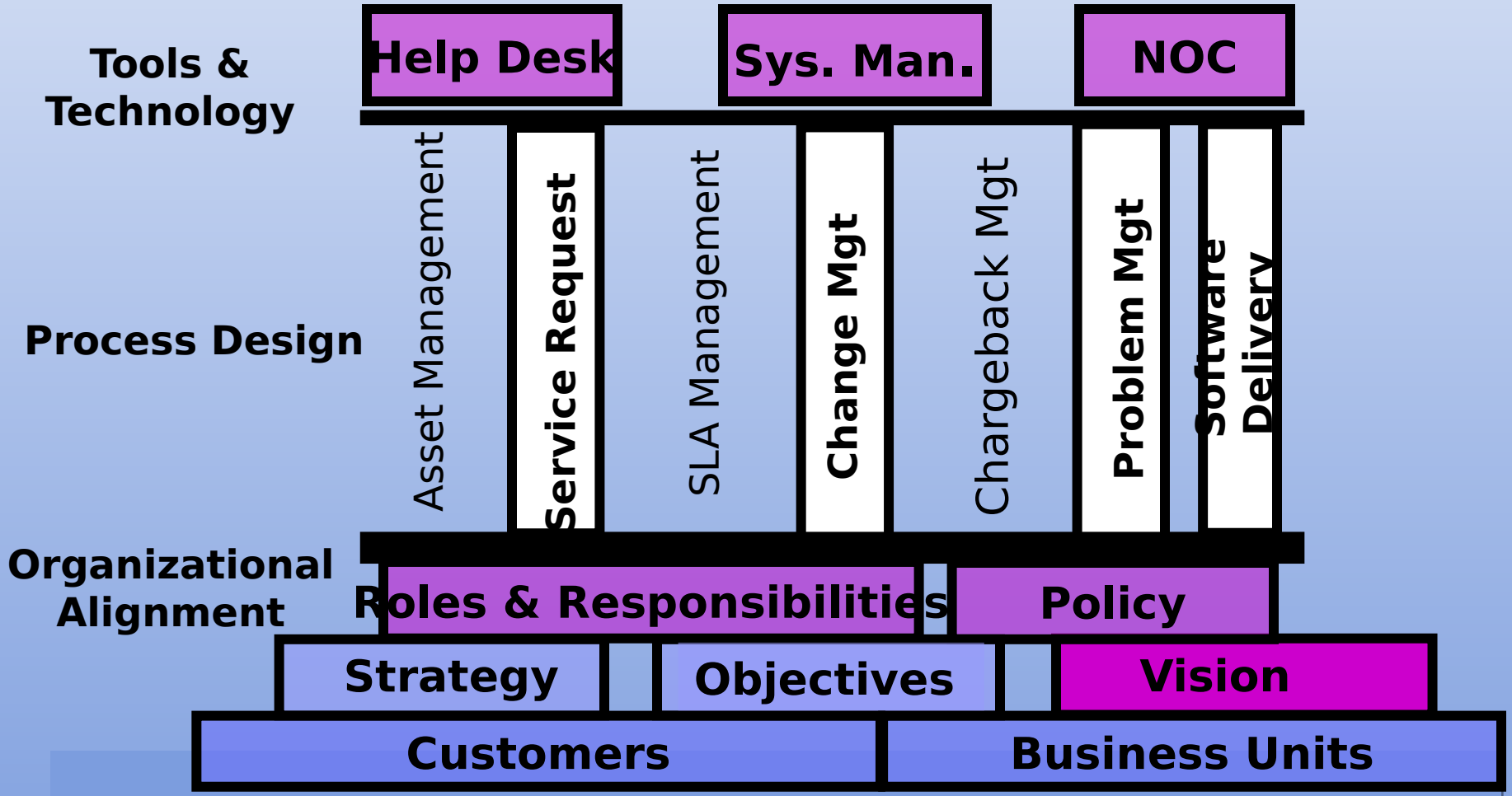
Asset & Inventory Management

- Life Cycle Management
- HW / SW Inventory
- Auto Discovery
- Asset Control

SLA Management

- Real-Time Monitoring
- Tracking
- Web Reporting
- Compliance

Typical State



DoD
Netwo
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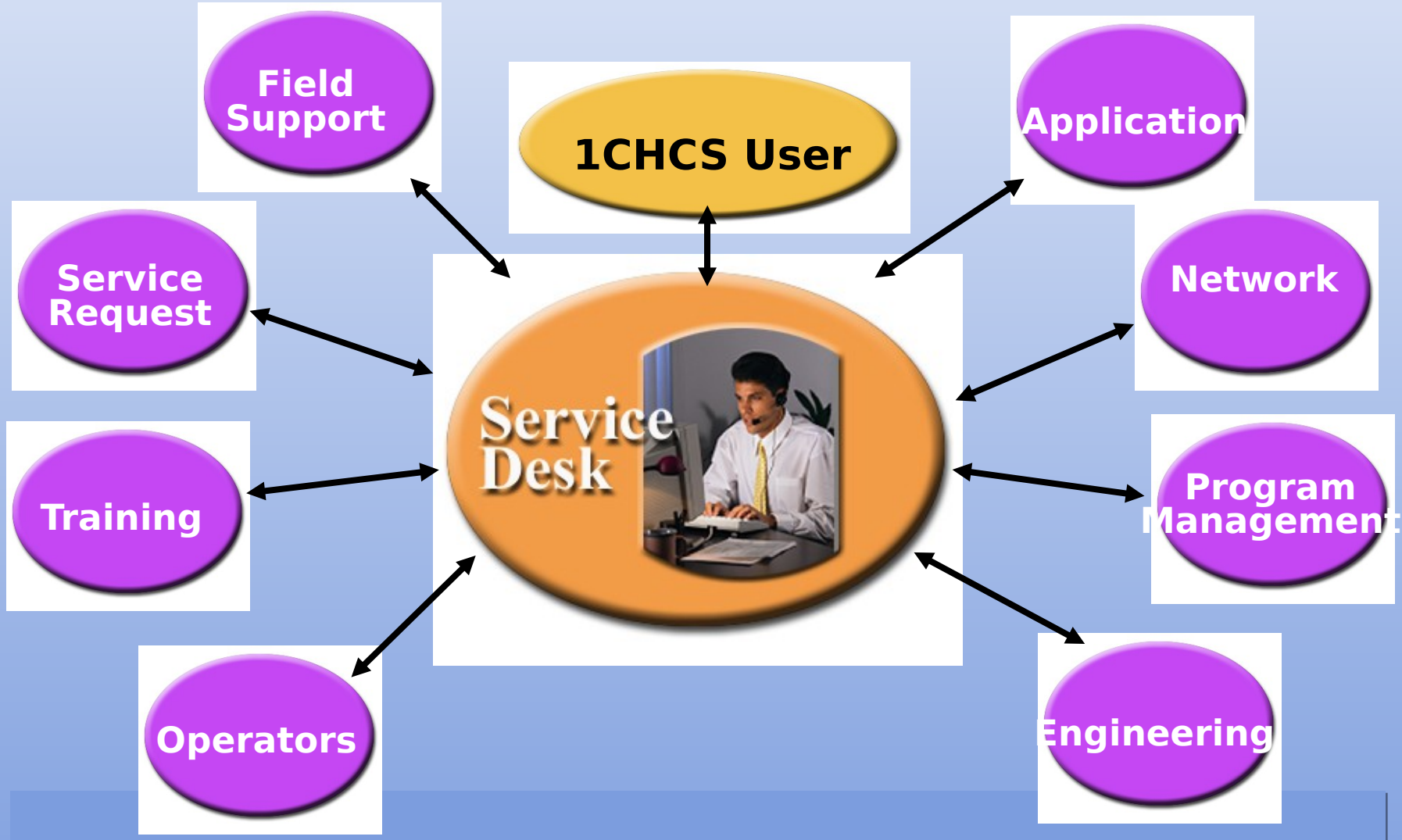
CHCS

Regional CHCS Customer Service



Enterprise Challenge: Working Together

DOD MILITARY HEALTH SYSTEM

CITPO

CLINICAL INFORMATION TECHNOLOGY PROGRAM OFFICE

SAIC

DEFENSE INFORMATION SYSTEMS AGENCY

DISA

Tri-Service Infrastructure Management Program Office

TIMPO

TRICARE Northeast

Sierra Military Health Services, Inc.

DoD IT Mission Statement

“Provide, in a secure fashion, the right information, at the right place and time from the right sources, in a form that users can understand and reliably use to accomplish their missions and tasks, effectively and efficiently.”

TRICARE Northeast Mission Statement

“TRICARE NE will provide force health protection through a comprehensive and responsive healthcare benefit in partnership with Sierra Military Health Services for all TRICARE beneficiaries.”

IM/IT Mission Statement

“The DoD and TRICARE Northeast missions calls for
IM/IT to deliver innovative, scalable, and cost-effective
technology solutions to support our patients and TRICARE business practices. We will focus on the management of healthcare information across the TRICARE continuum and be recognized as the leaders in technology implementation, cost efficiency, service attitude, flexible approach, and Can-Do philosophy.”

Strategic Direction to Our Vision

Access ➔ 5 Goals

Partnerships ➔ 8 Goals

Expectations ➔ 4 Goals

Management ➔ 9 Goals

Vision: Access

TRICARE Northeast implements enterprise initiatives that provide regional medical information systems support, services reliability and security 24 hours a day, seven days a week for our medical treatment facilities and managed care support contractor

Vision: Partnerships

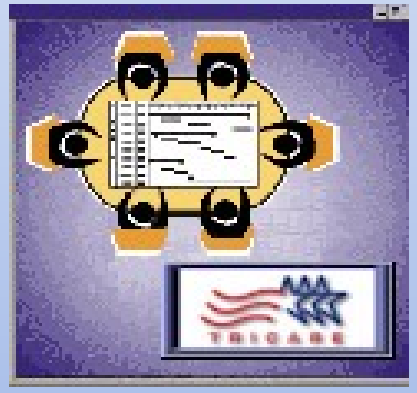
Aggressively share and partner information management and technology issue and improvements with our regional MTFs, government and civilian health care partners. Provide regional consensus and support for the implementation of new technologies for the region

Vision: Expectations

Enhance our customer-driven culture to ensure customers' IT needs are well defined and consistently met, effectively delivering managed medical data for decision making and business process engineering endeavors

Vision: Management

Manage and maintain an IT infrastructure that supports ehealth and enterprise technology solutions, facilitates interoperability and connectivity, achieves consistently high service levels, and supports the delivery of quality health care throughout the TRICARE Northeast Region



Goal: Enterprise Operability

Information management will promote the development of appropriate electronic government services for the benefit of its customers.

- Customer input
- Regional Optimization
- Flexible and intuitive delivery of services
- Partnerships with TMA and SMHS

Goal: Enterprise Security

TRICARE Northeast will use information technology systems which ensure confidentiality, integrity, and availability of all enterprise information technology resources consistent with customer needs.

- Security standards
- Information security advisory group
- Agency security teams
- HIPAA compliance

Goal: Business Continuity

Information management will ensure the stability in service delivery of its information technology systems and will provide plans and procedures for enterprise wide disaster recovery and business continuity. Business continuity involves information technology systems, human resources, knowledgeware, physical resources, and communications.

- Disaster recovery and business continuity planning
- Agency plans

Goal: Shared Information

Information management will encourage the sharing of data, information, and information technology resources among agencies to minimize unwarranted duplication.

- Information technology expertise
- Standards, tools, and methodologies
- Information technology plan
- Support for regional business practices

Goal: Enterprise Infrastructure

Information Management will deliver an appropriate mix of seamless, integrated, enterprise and agency services to its customers through secure, coordinated, standardized, shared, enterprise-wide information technology systems.

- Existing infrastructure
- Coordinate IT expertise
- Research and evaluation
- Universal access
- Telecommunications

Goal: Well-Managed

Information Management will use appropriate and disciplined project management methodologies, and make strategic and fiscally responsible investments in information technology resources.

- Project management support
- Project oversight and review
- Share project experience among entities
- Contract management
- Existing system support

Goal: Efficient Use

Information Management will evaluate and enhance the performance of agencies' mandates, missions, core competencies, and business processes through the appropriate and effective application of current and standardized information technology resources.

- Enterprise approach
- Use technology to enable business processes
- Evaluate business processes
- Videoconferencing
- Research and evaluation

Goal: Information Technology Expertise

Development of a comprehensive mechanism for obtaining IT expertise through internal and external resources in order to support the TRICARE Northeast vision for information technology in an environment of constant technological change.

- Training and education
- Develop centers of IT excellence
- Return of Investment strategies
- Career development

Goal: Inter-service and Contractor Cooperation

Maximize the use of government information technology resources through partnerships with business and other government entities to enhance the quality of health care delivery for TRICARE Northeast beneficiaries

“You miss every shot you don’t take.”

– Wayne Gretsky

Questions?